

Please be advised that this data includes the TXIX, TXXI and Prop 204 Combined Populations. Please note that not all claims may be not be reflected if they are in pend status. DME data is the AHCCCS allowed amount.

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[illegible]

QUARTERLY UM DATA FOR FY 07

Quarter  
reporting: April-June, 2007

CRS Phoenix	CRS Tucson	CRS Flagstaff	CRS Yuma	All CRS Locations
QTR	QTR	QTR	QTR	QTR
11,731	4,119	1,717	801	17,216
79	0	8	0	87
303	0	12	0	315
3.84	0.00	1.50	0.00	3.62
1	0	0	0	1
25	0	0	0	25
\$0	\$0	\$0	\$0	\$0
				\$324,088
\$0	\$0	\$0	\$0	\$0

AHCCCS Contractor: **ADHS CRS Administration**

Address: **150 North 18th Avenue, Suite 330, Phoenix, AZ 85007**

Person submitting report: **Stephen Burroughs, CRSA**

Contact telephone number: **602-542-4780**

Date: **8/14/07**

For Quarter: **4th (April - June 2007)**

Category	Number of Complaints / Cases	Percent of total Complaints / Cases	Percent Severity Level 0	Percent Severity Level I	Percent Severity Level II	Percent Severity Level III	Percent Severity Level IV
<i>Availability, Accessibility, Adequacy (AAA):</i>	22	33.8%	4.5%	68.2%	27.3%		
<i>Denial, Decrease, Discontinuance of Covered Benefits (DDD):</i>	9	13.8%	33.3%	66.7%			
<i>Effectiveness/Appropriateness of Care (E/A):</i>	0	0.0%					
<i>Fraud, Member or Provider (Fraud):</i>	0	0.0%					
<i>Member Rights/Respect and Caring (MR):</i>	4	6.2%	50.0%	50.0%			
<i>Safety/Risk Management (Safety):</i>	0	0.0%					
<i>Non-Quality of Care (Non-QOC):</i>	30	46.2%	93.3%	6.7%			
<b>TOTAL</b>	<b>65</b>	<b>100.0%</b>	<b>52.3%</b>	<b>38.5%</b>	<b>9.2%</b>		

  

Quality of Care Resolution Status	Number of Complaints / Cases	Percent of total Complaints / Cases
<i>Substantiated:</i>	10	28.6%
<i>Unable to Substantiate:</i>	7	20.0%
<i>Unsubstantiated:</i>	18	51.4%
	<b>35</b>	<b>100.0%</b>

  

Quality of Care Resolution Status	Number of Interventions Implemented	Percent of total Interventions Implemented
<i>Advocacy:</i>	20	26.3%
<i>Care Coordination:</i>	22	28.9%
<i>Counseling (member):</i>	3	3.9%
<i>Education/Training (provider):</i>	7	9.2%
<i>Inservices Training:</i>	4	5.3%
<i>Other:</i>	2	2.6%
<i>Policy/Procedural Change:</i>	4	5.3%
<i>Provider Change:</i>	6	7.9%
<i>Referral (External):</i>	3	3.9%
<i>Referral (Internal):</i>	4	5.3%
<i>Resolution Monitoring:</i>	1	1.3%
	<b>76</b>	<b>100.0%</b>